Academic Program Review

ACADEMIC YEAR	2013-2014	☐ Basic Skills ☐ Transfer ☒ Career Technical Education (CTE)
PROGRAM	Medical Assisting	
DEPARTMENT	Department Nursing & Allied Health	
DIVISION	Division Health & Science	
SUBMITTER	Susan Carreon	

I. INSTITUTIONAL GOALS

INSTITUTIONAL GOAL **1**	**INSTITUTIONAL MISSION AND EFFECTIVENESS** – The College will maintain programs and services that focus on the mission of the College supported by data-driven assessments to measure student learning and student success.
INSTITUTIONAL GOAL **2**	**STUDENT LEARNING PROGRAMS AND SERVICES** – The College will maintain instructional programs and services which support student success and the attainment of student educational goals.
INSTITUTIONAL GOAL **3**	**RESOURCES** – The College will develop and manage human, technological, physical, and financial resources to effectively support the College mission and the campus learning environment.
INSTITUTIONAL GOAL **4**	**LEADERSHIP AND GOVERNANCE** – The Board of Trustees and the Superintendent/President will establish policies that assure the quality, integrity, and effectiveness of student learning programs and services, and the financial stability of the institution.

II. PROGRAM GOALS

A. PAST – EVALUATION OF PREVIOUS CYCLE OBJECTIVES/PROGRAM GOALS (SET IN PREVIOUS YEAR)

List your previous objectives/goals and associated Institutional Goals. All program goals must address at least one of the institutional goals.

PAST PROGRAM GOALS (Describe past program goals.)	INSTITUTIONAL GOAL(S) (Check all that apply.)

1	PAST PROGRAM GOAL #1	INSTITUTIONAL GOAL(S)
	Identify Program Goal from Last Program Review: 1. Conduct graduate follow-up survey to number and % of graduates who obtain employment and Medical Assistant professional Certification	☒ 1 ☒ 2 ☐ 3 ☐ 4
	☐ Met ☒ Partially Met ☐ Not Met **Provide detail on any improvements/effectiveness and detail status on those not fully met:** A brief graduate follow-up survey using Survey Monkey was developed but has not been implemented	

2	PAST PROGRAM GOAL #2	INSTITUTIONAL GOAL(S)
	Identify Program Goal from Last Program Review: 2. Explore professional accreditation for the program.	☒ 1 ☒ 2 ☐ 3 ☐ 4
	☐ Met ☒ Partially Met ☐ Not Met **Provide detail on any improvements/effectiveness and detail status on those not fully met:** The faculty has done some research re professional accreditation but has decided the cost was too much at this time. This will be deferred until more resources are available.	

3	PAST PROGRAM GOAL #3	INSTITUTIONAL GOAL(S)
	Identify Program Goal from Last Program Review: 3 Explore serving as a Certification testing site (current closest site is SD)	☒ 1 ☒ 2 ☐ 3 ☐ 4
	☐ Met ☐ Partially Met ☒ Not Met **Provide detail on any improvements/effectiveness and detail status on those not fully met:** Faculty will work on this as a goal for the next year	
4	**PAST PROGRAM GOAL #4**	**INSTITUTIONAL GOAL(S)**
	Identify Program Goal from Last Program Review: 4. Explore requiring an Anatomy/Physiology course as pre-requisite.	☒ 1 ☒ 2 ☐ 3 ☐ 4
	☐ Met ☒ Partially Met ☐ Not Met **Provide detail on any improvements/effectiveness and detail status on those not fully met:** The faculty feels strongly that A&P 090 would be an ideal pre-requisite to give the beginning students better preparation to be successful. Plan to seek college approval as a goal for 2014-2015	

B. PRESENT – DATA

C. ANALYSIS AND PROGRAM HEALTH

1. Summarize and analyze all disaggregated data by day, evening, gender, ethnicity, and distance education regarding enrollments, fill rates, productivity, completion, success, retention, persistence, and transfer (complete a, b, & c). ***Attach graphs or trend data***.

   a. Discuss and chart the trends in enrollment and fill rate for each program by day and evening at the program level.

      Enrollment and fill rates have been at or significantly over cap except for spring 2012 when an additional section of AHP 080 was offered out of sequence. The instructors try to take all students, often causing a difficulty when finding facilities for clinical externships. The classes are only offered in the evenings and on Saturdays due to the work commitments of the faculty. The program only has part-time faculty.

   b. What are the trends in productivity? (WSCH/FTEF) The goal is 525 as per state guidelines. A low number means that we are below target levels for productivity. For example, in a small class that has a mandated cap of 15 students, the fill rate may be 100% but the productivity number (WSCH/FTEF) will be very low. A class with a cap of 40 students with a 100% fill rate will have a productivity number close to or above 525.

      WSCH/FTEF ranges from 330 to 650, depending on the course, with the clinical externship courses having the lowest due to the nature of the course. The fill rate is consistently over 100% but the course caps are such that the efficiency is lower.

   c. Discuss and chart the success and retention rates by day, evening (extended day), and online classes in each program and identify gaps.

      Every course in this program is offered on evenings and Saturday. Success and retention rates are outstanding, averaging over 90% in each case.

d. Discuss and chart the success and retention rates in each program and identify gaps for five ethnic groups. (African-American, White, all Hispanics, Other, Unknown).

No ethnic data was provided, but conclusions could be drawn that there are no significant differences by gender or ethnicity based upon the high overall success and retention rates.

e. Discuss the trends in the number of degrees or certificates awarded, if applicable. (You may be able to expand more about this in B.3 below.)

This is a part-time program that only offers a Certificate. The number of certificates has decreased from 37 for Fall 2009 to Spring 2012 to 29 for 2010-2013. We are certain there are many students who would have qualified for the Certificate but did not apply.The faculty realize that students need to actively apply for the Certificate and have recently have begun emphasize the importance to students in the capstone class (AHP 086). Additionally it would be helpful if a simpler method of granting the certificate is developed by the college.

f. What program changes, if any, will you recommend that you expect would have a positive effect on your students in your program, if applicable?

See e. above. Also completing the graduate follow-up would give feed-back about student concerns. Also becoming a Certification testing site would be beneficial so students would not need to travel to San Diego. The program also had a very small amount ($25) for copy printing in the 2-13-2014 budget and has spent over $200 in the negative at the halfway point this year. Also, there have been some difficulties with students in AHP074 and AHP086 completing their clinical externships on time. An improvement In the process of assigning and monitoring students is needed.

2. Summarize revisions, additions, deletions, or alternate delivery methods to courses and/or program based on the last program review.

A second faculty for AHP 080 and AHP 082 to assist with procedures has alleviated the problem of needing extra help in those clinical courses that require more intensive student assistance.

3. Evaluate the program's viability by addressing program completion, size (FTES), projections (growing/stable/declining), and quality of outcomes. For CTE programs, also include labor market projections, placement, and performance on external testing/exams (i.e. ASE, NABCEP) and industry-recognized credentials, placement, and performance on external testing or exams (NCLEX, ASC, NAP).

This program has a very high retention and success rate. Although most students complete the program, they do not consistently apply for the Certificate. The faculty has been making a strong effort to encourages students to apply for the Certificate.

The Medical Assistant program at Imperial Valley College meets a documented labor market demand. Employment trends for this field are derived from a variety of sources. These are listed below:

A. Employment Trends:

Occupation	TOP Code	SOC Code	2008	Average Job Openings per Year
Medical Assistant	1208.00	319092	230	10*

*Same data as 2012. No updates from State Employment Development
Occupational Employment Projections 2008-2018
Imperial County
http://www.labormarketinfo.edd.ca.gov/CommColleges/

B. Employment Trends (Faculty Assessment):

MAs are still needed and getting jobs. The Affordable Care Act will greatly increase outpatient care and the need for MAs. The need is growing. Faculty regularly get requests from hiring physicians.

C. FUTURE – LIST OF "SMART" (SPECIFIC MEASURABLE ATTAINABLE RELEVANT TIME-LIMITED) PROGRAM OBJECTIVES FOR NEXT ACADEMIC YEAR TO ADDRESS PROGRAM IMPROVEMENT, GROWTH, OR UNMET NEEDS/GOALS. ALL PROGRAM GOALS MUST ADDRESS AT LEAST ONE OF THE INSTITUTIONAL GOALS.

FUTURE PROGRAM GOALS (Describe future program goals. List in order of budget priority.)	INSTITUTIONAL GOAL(S) (Check all that apply.)

1	FUTURE PROGRAM GOAL #1 Budget Priority #1	INSTITUTIONAL GOAL(S)
Identify Goal:	Conduct Graduate Follow-up to use data for program improvement	☒ 1 ☒ 2 ☐ 3 ☐ 4
Objective:	1.1 Implement Graduate Survey 2.1 Make program improvement recommendations based upon survey results	
Task(s):	1.1.1 Refine survey instrument 1.1.2 Develop email message for survey 1.1.3 Conduct email survey by 6 months after completion of AHP086 2.1.1 Analyze survey results 2.1.2 Prioritize recommendations for improvement	
Timeline:	July 2014	

EXPENSE TYPE	FUNDING TYPE		RESOURCE PLAN (Check all that apply.)	BUDGET REQUEST
☐ One-Time ☐ Recurring	☐ Categorical Specify:	☐ General Fund	☐ Facilities ☐ Marketing ☐ Technology ☐ Professional Development ☐ Staffing	$_____

2	**FUTURE PROGRAM GOAL #2** Budget Priority #2			**INSTITUTIONAL GOAL(S)**
Identify Goal: Increase funding to support program activities **Objective:** 2.1 Increase funding for copying/ printing to reflect current expenditures **Task(s):** 2.1.1 Increase General fund $ for copying/printing- $500 **Timeline:** 14/15 Fiscal year				☐ 1 ☐ 2 ☒ 3 ☐ 4
EXPENSE TYPE	**FUNDING TYPE**		**RESOURCE PLAN** (Check all that apply.)	**BUDGET REQUEST**
☐ One-Time ☒ Recurring	☐ Categorical Specify:	☒ General Fund	☐ Facilities ☐ Marketing ☒ Technology ☐ Professional Development ☐ Staffing	$500

3	**FUTURE PROGRAM GOAL #3** Budget Priority #3			**INSTITUTIONAL GOAL(S)**
Identify Goal: Improve Student clinical externship process **Objective:** 1.1 Develop formal process for assigning and completing student externships **Task(s):** 1.1.1 Develop process for instructor assignment at hospital/clinics 1.1.2 Develop process for student selection of clinical medical office experience 1.1.3 Develop scheduling system to ensure timely student completions of externship **Timeline:** August 2014				☒ 1 ☒ 2 ☐ 3 ☐ 4
EXPENSE TYPE	**FUNDING TYPE**		**RESOURCE PLAN** (Check all that apply.)	**BUDGET REQUEST**

☐ One-Time ☐ Recurring	☐ Categorical Specify:	☐ General Fund	☐ Facilities ☐ Marketing ☐ Technology ☐ Professional Development ☐ Staffing	$_____

TOTAL BUDGET REQUEST	$_____

1. How will your enhanced budget request improve student success?

   Currently program is over budget in copy/printing. Adding $ will allow program to meet student needs within budget.

Comments:

III. INSTITUTIONAL STUDENT LEARNING OUTCOMES (ISLOs)

ISLO 1	COMMUNICATION SKILLS
ISLO 2	CRITICAL THINKING SKILLS
ISLO 3	PERSONAL RESPONSIBILITY
ISLO 4	INFORMATION LITERACY
ISLO 5	GLOBAL AWARENESS

IV. PROGRAM LEARNING OUTCOMES (PLOs)

ISLO(S) [Link PLO to appropriate ISLO(s).]	

PROGRAM LEARNING OUTCOME #1	**ISLO(S)**
Identify Program Outcome: Outcome #1: Successfully complete front office externship with an employer assessment of the student. Est. Completion Date: By the completion of AHP 074 / Dec 2013 Way(s) to assess: Clinical evaluation rubric.	☒ ISLO 1 ☒ ISLO 2 ☐ ISLO 3 ☐ ISLO 4 ☐ ISLO 5
Measurable Outcome Summary: Success rate is 100% for AHP 074. Completion rate is also 100%	
☒ Met ☐ Partially Met ☐ Not Met	

Provide detail on any improvements/effectiveness and detail status on those not fully met:	

PROGRAM LEARNING OUTCOME #2	ISLO(S)
Identify Program Outcome: Outcome # 2: Successfully complete back office externship with an employer assessment of the student. Est. Completion Date: By the completion of AHP 086 / Dec 2013 Way(s) to assess: Clinical evaluation rubric	☒ ISLO 1 ☒ ISLO 2 ☐ ISLO 3 ☐ ISLO 4 ☐ ISLO 5
Measurable Outcome Summary: Success rate is 88/5 to 91% and completion rate is 88% to 96%.	
☒ Met ☐ Partially Met ☐ Not Met **Provide detail on any improvements/effectiveness and detail status on those not fully met:**	

Program Outcomes and Course Alignment Grid for Imperial Valley College

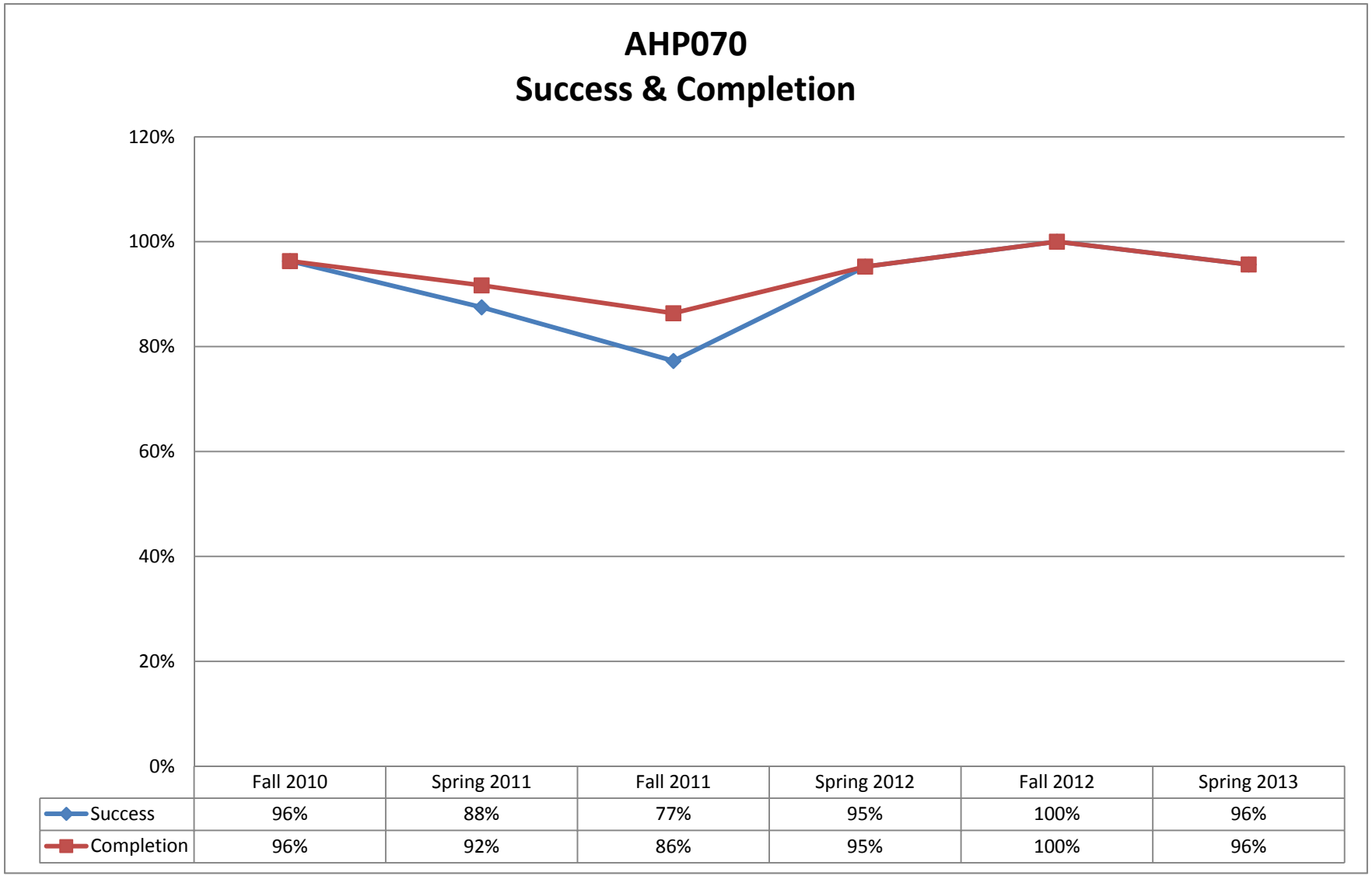
Program: Medical Assistant, Certificate & Program Completed on: February 20, 2014

Prepared by : Enola Berker, Lidia Trejo,Susan Carreon

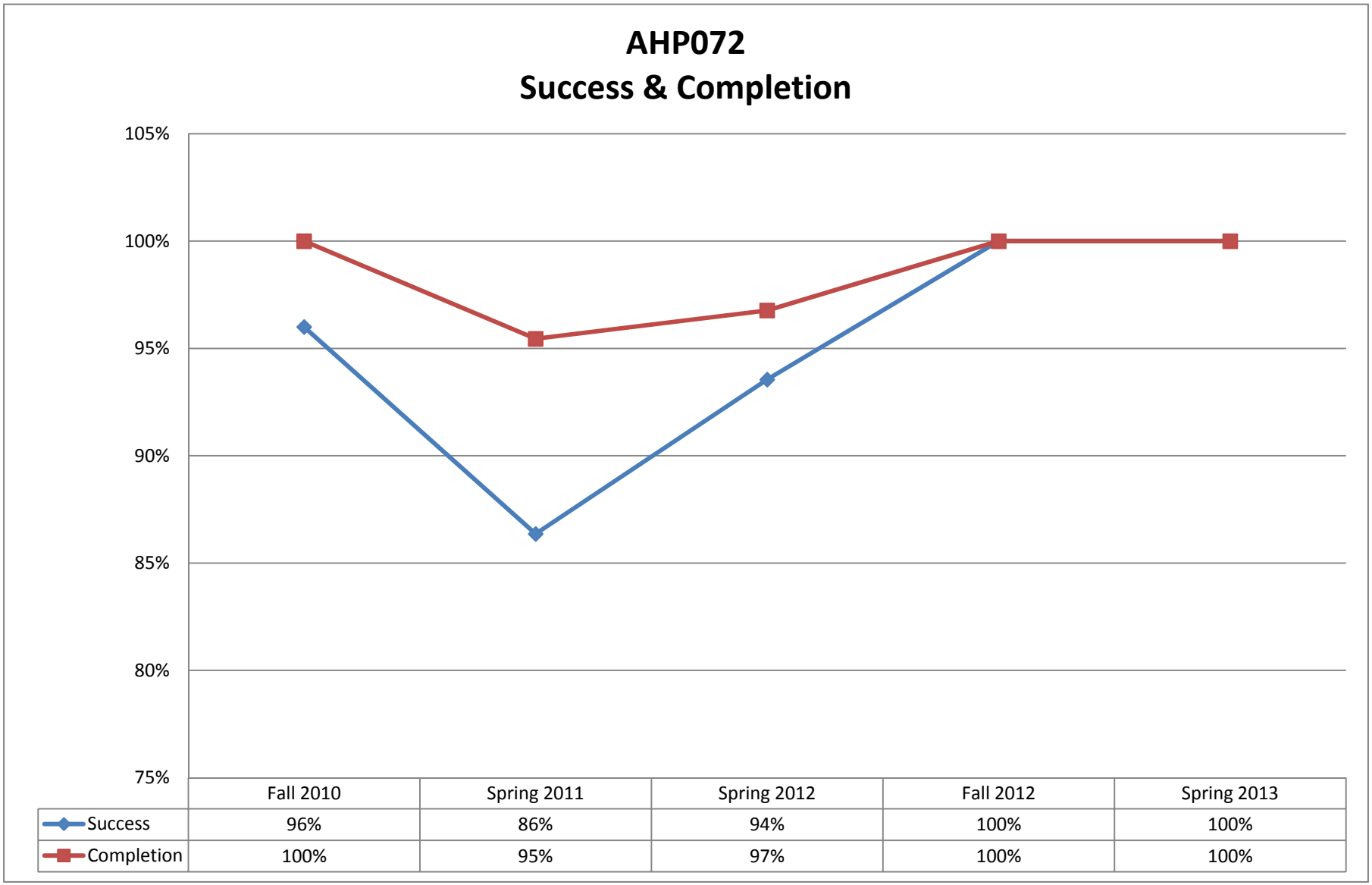
Course	Communication	Critical Thinking	Personal Responsibility	Information Literacy	Global Awareness	# of Outcomes identified so far for course
AHP 070	3	3	2	3	3	4
AHP 072	1	3	3	3	1	4
AHP 074	3	3	3	1	1	2
AHP 080	2	3	3	3	0	3
AHP 082	2	3	3	1	2	3
AHP 084	1	3	3	1	2	3
AHP 086	3	3	3	3	1	2
AHP 100	3	3	1	2	1	4

**FIVE POINT KEY: Using this key, to receive a 3 or 4 the ISLO needs to be measured through the outcome and assessment.

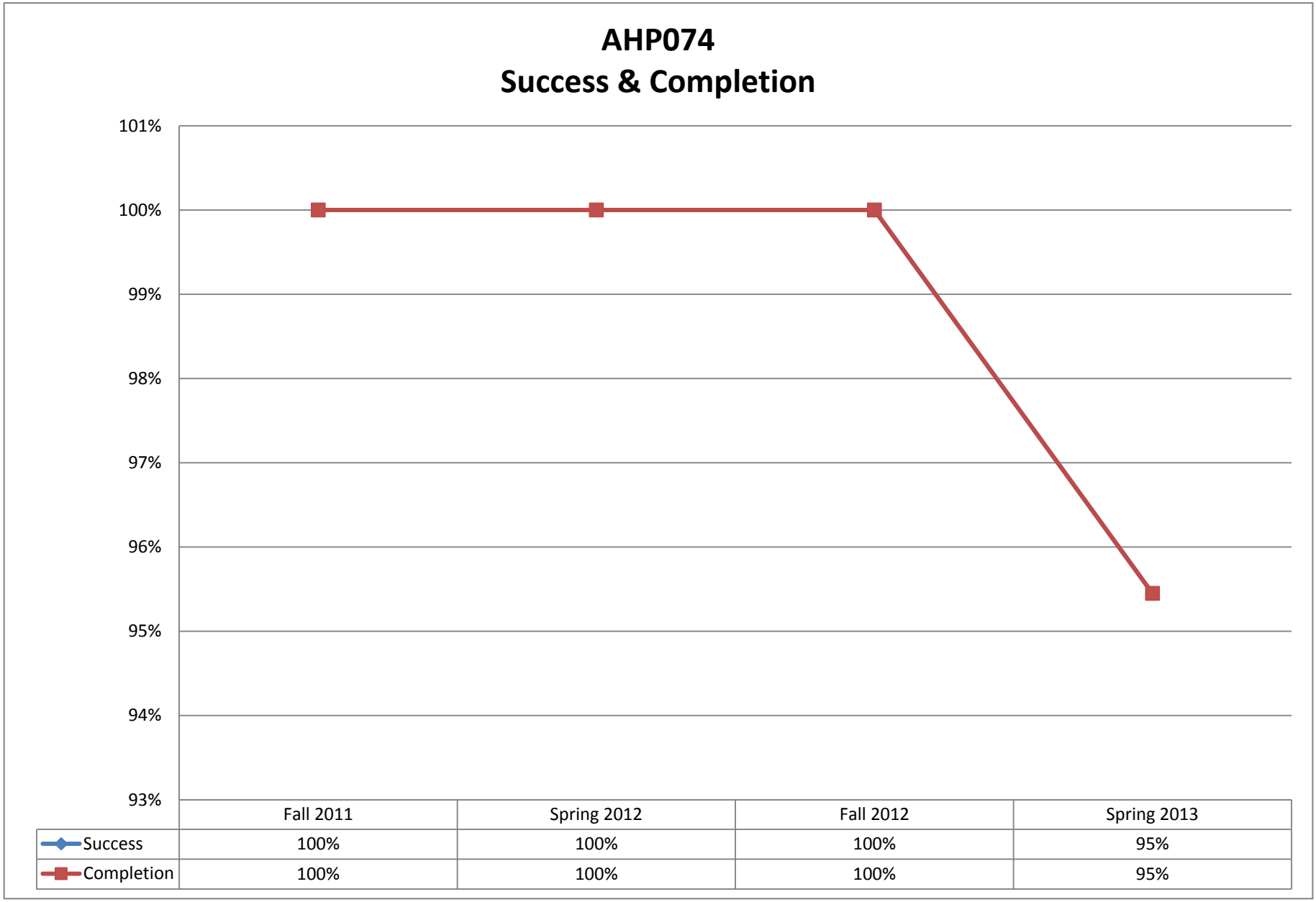
4= This is a STRONG focus of the course. Students are tested on it or must otherwise demonstrate their competence in this area.
3= This is a focus of the course that will be assessed.
2= This is a focus of the course, but is NOT assessed.
1= This is briefly introduced in the course, but not assessed.
0= This is not an area touched on in the course.



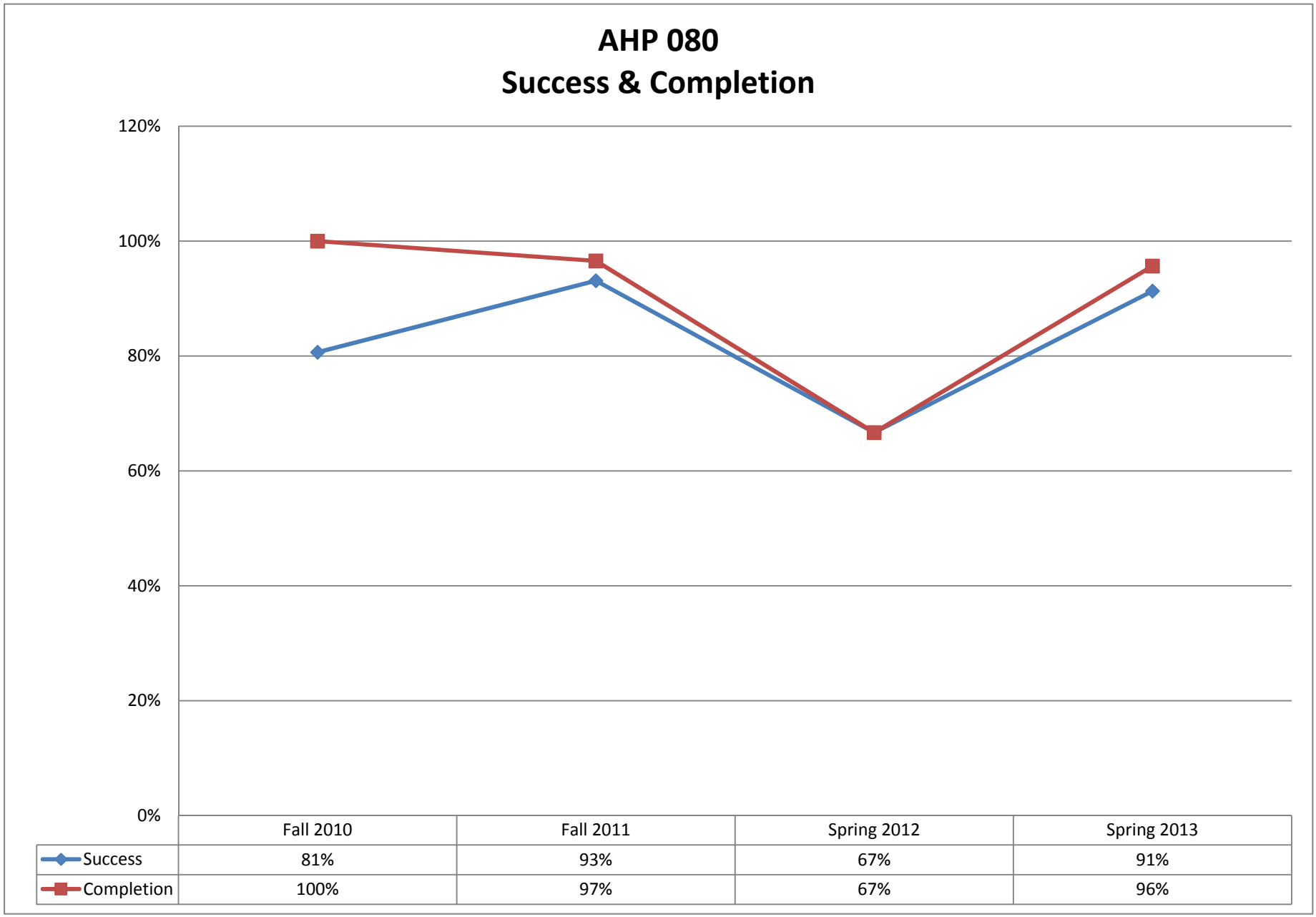
	Fall 2010	Spring 2011	Fall 2011	Spring 2012	Fall 2012	Spring 2013
Success	96%	88%	77%	95%	100%	96%
Completion	96%	92%	86%	95%	100%	96%



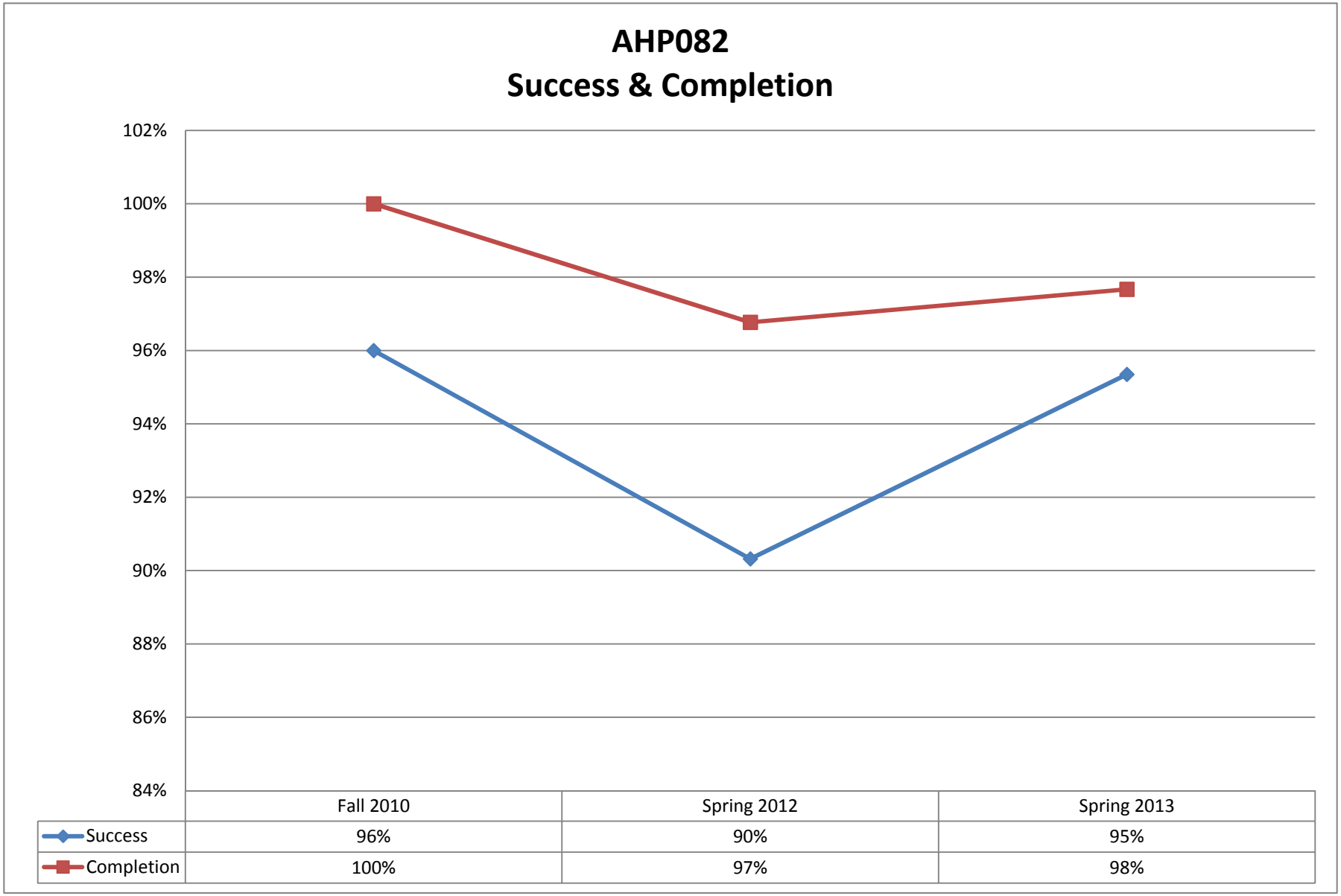
	Fall 2010	Spring 2011	Spring 2012	Fall 2012	Spring 2013
Success	96%	86%	94%	100%	100%
Completion	100%	95%	97%	100%	100%

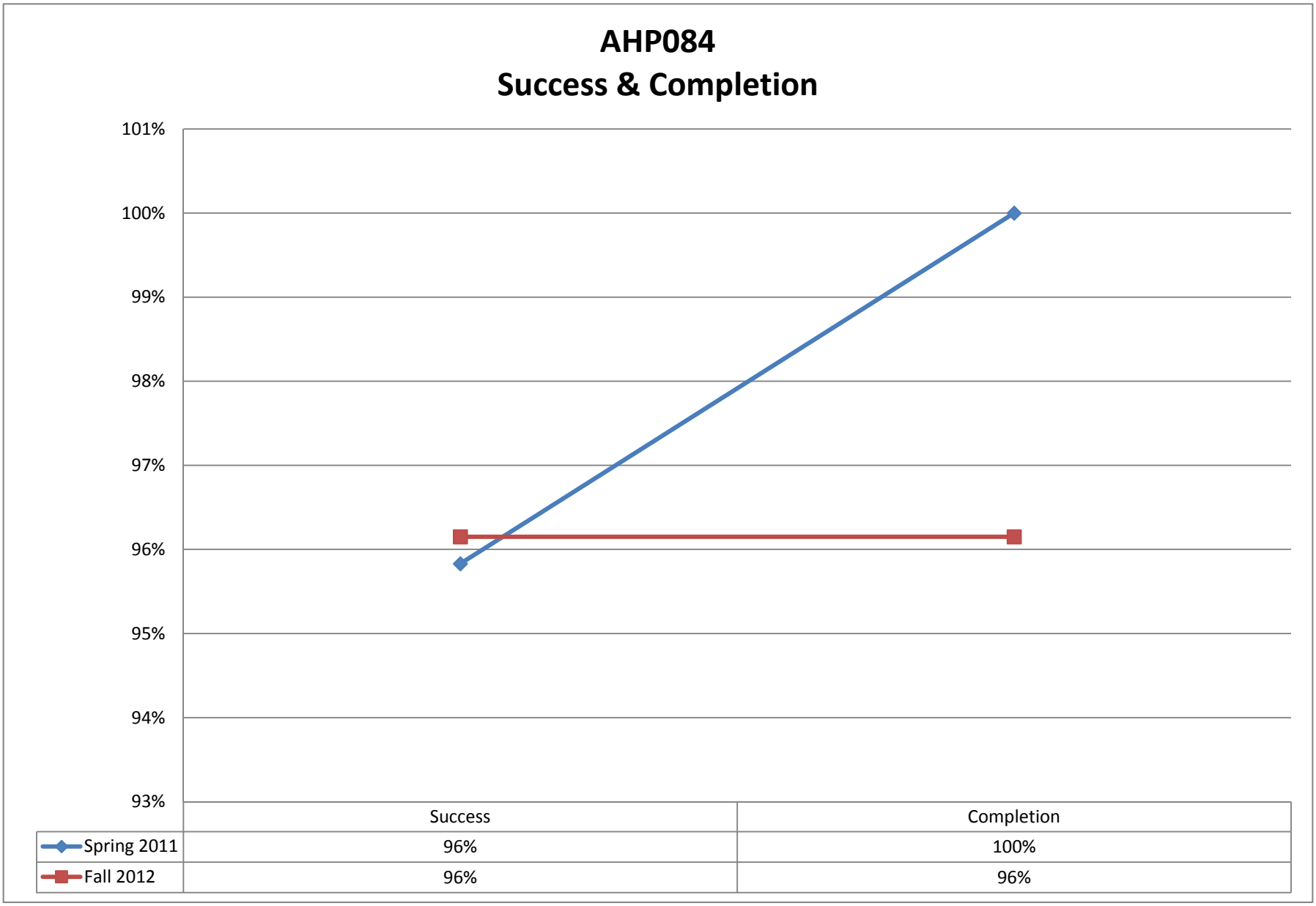


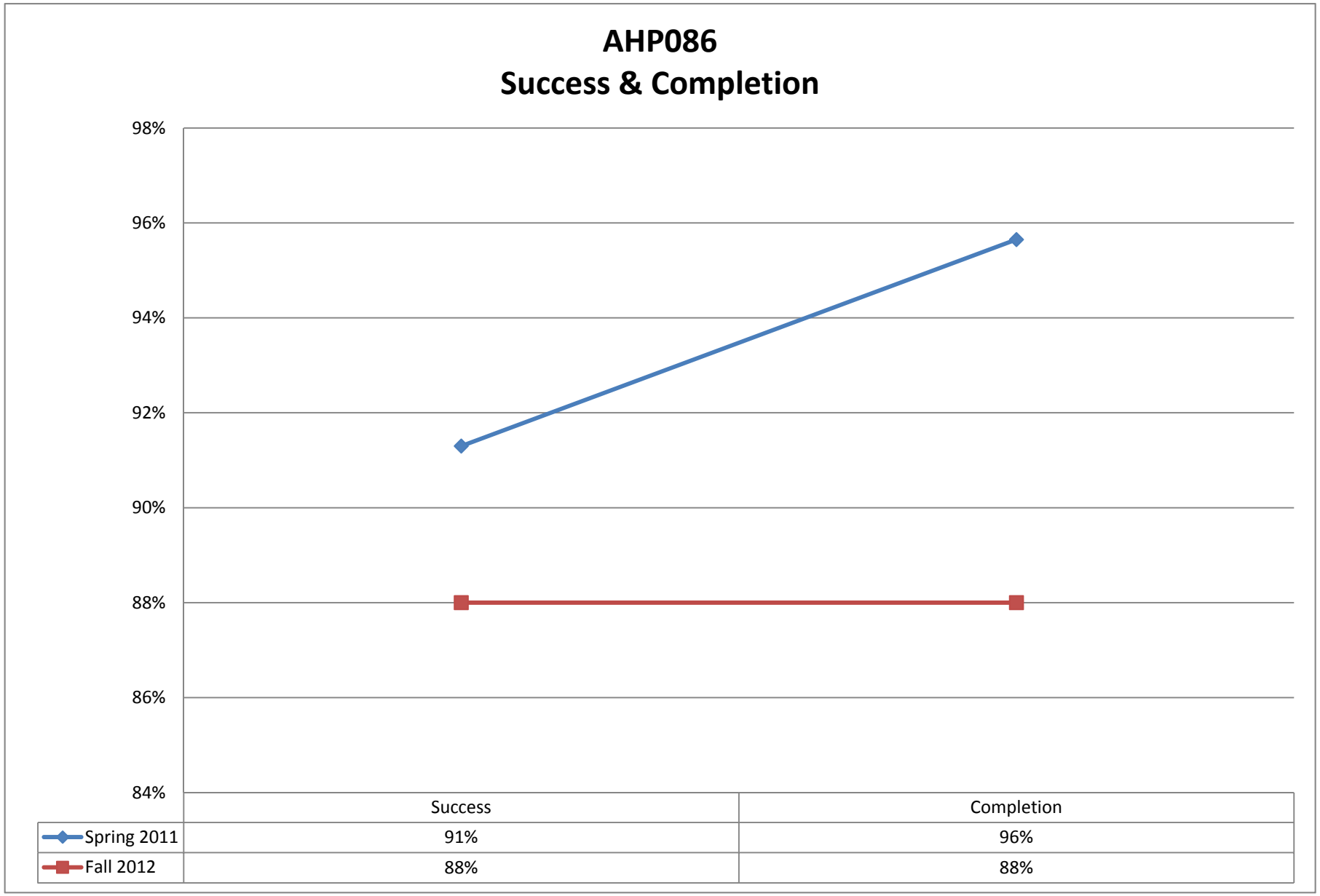
	Fall 2011	Spring 2012	Fall 2012	Spring 2013
Success	100%	100%	100%	95%
Completion	100%	100%	100%	95%

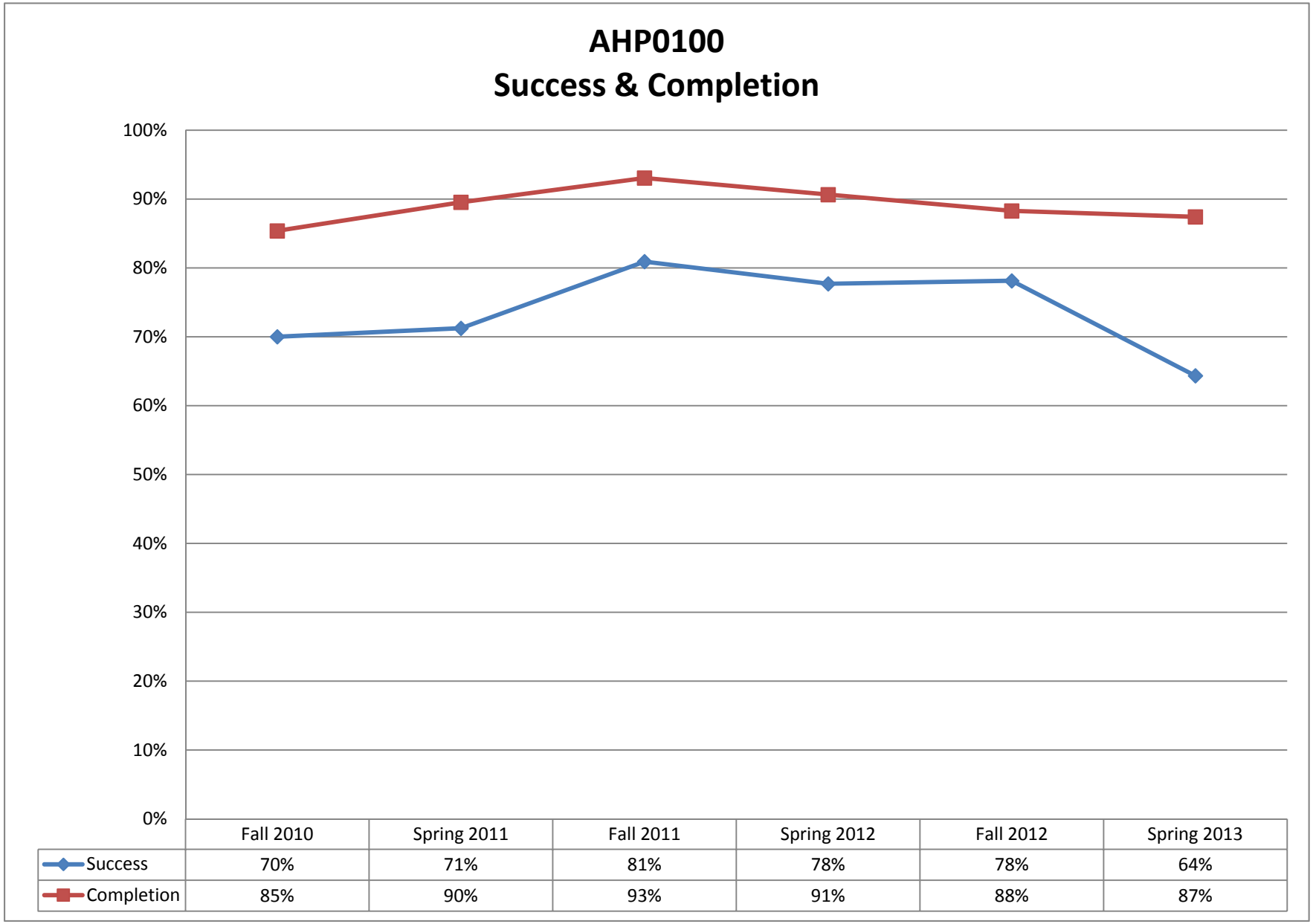


	Fall 2010	Fall 2011	Spring 2012	Spring 2013
Success	81%	93%	67%	91%
Completion	100%	97%	67%	96%


AHP082
Success & Completion
102%
100%
98%
96%
94%
92%
90%
88%
86%
84%
Fall 2010
Spring 2012
Spring 2013
Success
96%
90%
95%
Completion
100%
97%
98%


AHP084
Success & Completion
101%
100%
99%
98%
97%
96%
95%
94%
93%
Success
Completion
Spring 2011
96%
100%
Fall 2012
96%
96%


AHP086
Success & Completion
98%
96%
94%
92%
90%
88%
86%
84%
Success
Completion
Spring 2011
91%
96%
Fall 2012
88%
88%



	Fall 2010	Spring 2011	Fall 2011	Spring 2012	Fall 2012	Spring 2013
Success	70%	71%	81%	78%	78%	64%
Completion	85%	90%	93%	91%	88%	87%